

# **STATEMENT OF WORK**

## **Diversity Dialogue Facilitator Training**

### **Spring 2012**

**PR: 4200423406**

#### **Background**

The work will consist of delivering a Diversity Dialogue Facilitator training program and associated activities for the NASA/Goddard Space Flight Center. The program will be conducted at Goddard Space Flight Center in Greenbelt, Maryland.

The goal of this training program is to provide participants with an understanding of group dynamics, techniques to effectively facilitate diversity dialogue, fundamental and practical tools to effectively manage highly sensitive topics and the dialogue process, and other related diversity business skills. The primary group facilitation method used will be structured intergroup dialogue.

Expected Outcomes for the training is that participants will gain knowledge and develop competency in the following areas:

- A step-by-step approach to developing effective diversity discussions and dialogues
- Linking diversity dialogues to diversity strategy
- The top ten tips for effective diversity dialogues

Key Topics should include the following:

- The art of session design
- Meaning of dialogue
- Basic group facilitation skills
- Understanding group dynamics
- Understanding individual preparation needed for facilitation
- Dynamics and impact of core values, worldview and social identities on group interactions
- Establishing Personal Connection with participants and among the group
- Managing triggers and reactions in the moment

- Inquiry Skills – probing, impact/intention of questions
- How to incorporate Action Reflection Cycle into each Session
- Dynamics and impact of power, privilege, and social oppression on group interactions
- Facilitation of intergroup dialogue
- Suspending judgment when facilitating
- Overview of some contemporary intergroup issues and areas of concern (e.g., affirmative action, separatism/self-segregation, age, gender identity)
- Facilitating respectful discussion of sensitive issues

#### Special Features

- Practice facilitation role-plays and activities are videotaped periodically and used as educational strategies.
- Highly experiential and interactive
- Incorporates reflection into group activities
- Follow-up sessions/observations available for participants

#### Scope

- The work will consist of delivering a Diversity Dialogue Facilitator training program and associated activities for the NASA/Goddard Space Flight Center. The program will be conducted at Goddard Space Flight Center in Greenbelt, Maryland. Classes will take place up to 3 days during core business hours 9:00 am – 4:30 pm. Specific dates for the course offerings will be mutually agreed upon by the Special Assistant for Diversity and the instructor. The number of participants shall not exceed 20.

#### Requirements

- The instructor shall conduct the training in person on the dates mutually agreed upon by the Special Assistant for Diversity and the instructor.
- The instructor shall provide a written report of their observations of the facilitators both in the training sessions and of actual dialogue facilitation.
- The instructor shall provide a written recommendation to the Special Assistant for Diversity regarding which participants have developed the skills and competencies to become a Diversity Dialogue Project facilitator.
- The instructor shall meet via telephone with participants who request feedback.

#### Deliverables or Delivery Schedule

- Conduct pre-program consultation to discuss the objectives and design (Approximately 3 sessions)
- Facilitate and deliver Diversity Dialogue Facilitation training program for new facilitators both internal and external vendors (if applicable) (up to 3 days)

- Observation of facilitators during training and provide written feedback to Special Assistant for Diversity. Feedback report due 10 days after training workshop/course (# subject to negotiations)
- The vendor/instructor will duplicate any course materials to be provided to the participants. (Due 5 days before training workshop/course)

**Government-Furnished Equipment and government-furnished Information**

- The Special Assistant for Diversity or designee will provide to the contractor data or documents that are not of a sensitive nature that will facilitate the course offering. The Special Assistant for Diversity of designee will duplicate any course materials provided by the instructor.

**Place of Performance**

- The work will be performed at NASA Goddard Space Flight Center in Greenbelt, Maryland.

**Period of Performance**

Targeted dates for training will be April 2012. Specific dates are TBD depending upon the availability of the instructor, the participants and availability of classrooms at the Greenbelt facility or external facility. Period of up to 3 days is to be determined.

**Evaluation Criteria**

For the course evaluation, the vendor shall use only the instrument provided for that purpose by the Goddard Space Flight Center. No other course evaluation instrument(s) will be allowed. Vendors will be given copies of the completed evaluation forms for their records.